

POLYCOM VVX 400,401,411 USER GUIDE

Place an Outbound Call

- **Option 1:** Remove the handset or press the speakerphone button. Enter a number and press the **Dial** soft key
- **Option 2:** Press a corresponding line key on the Home view.
- **Option 3:** Use the Directional Pad to access your Favorites list, Recent Calls list, or Contact Directory, and select a contact.

Answer an Incoming Call

- **Option 1:** Pick up the handset to automatically answer
- **Option 2:** Press the speakerphone button to answer using the speakerphone.
- **Option 3:** Press the headset button to use your headset.

End an Active Call

Return the handset to the cradle or push the **End** call.

Transfer a Call

1. From Lines or Calls view, press the transfer button.
2. Enter the number you would like to transfer to or select one from the list. Push **Send** to dial.
3. When you hear the ring-back sound, press the transfer button to send the call. To announce the caller, relay the information to the person on the dialed line and press the transfer button.

Forward a Call

When an call appears on the screen, press **Forward**, then enter the recipient number and press **Send**.

Place a Call on Hold

When an incoming call appears, press the hold button. Press **Resume** to continue.

Start a Conference Call

1. Call the first person you would like in your conference.
2. From the Lines or Calls view, press **More**, then **Confrc**. The active call will be held.
3. Dial the second party you would like in your conference.
4. When this caller answers, press **More** and then **Confrc** to join all parties in the conference.

Park or Retrieve a Call

- If Call Park is configured on your phone, press the **Park** key.
- To retrieve a parked call, pres the **Retrieve** soft key, park key, or busy park zone button.



FEATURE BUTTONS

- | | |
|--|--|
| 1. Soft Keys
Launch labeled action. | 6. Hold
Pause a call. |
| 2. Line Key
Dial a contact listed onscreen. | 7. Headset
Answer on your headset. |
| 3. Home
View the actions screen. | 8. Speakerphone
Start a hands-free call. |
| 4. Forward
Send the a call to a new contact. | 9. Mute
Prevent sound from your phone. |
| 5. Voicemail
Access messages. | 10. Volume Key
Adjust external or call volume. |

Set your Availability Status

Push the **DND** soft key, then **More**, then **My Status**, and choose from:

- **Online** • **Busy** • **Be right back** • **Away** • **On the phone** • **Out to lunch** • **Do not disturb**

Directional Pad

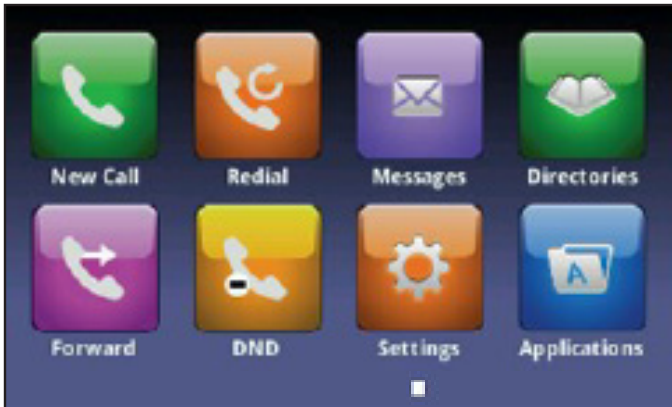
- Push the up arrow to see **Favorite** Contacts
- Push the left arrow to see **Received** Calls
- Push the down arrow to see **Missed** Calls
- Push the right arrow to see **Placed** Calls

Access Your Voicemail

- Push the mail button and select the mail category you would like to hear.
- Follow the prompts.

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Home Screen Buttons



Press the home screen button to access:

- New Call
- Redial
- Messages
- Directories
- Do Not Dial
- Forward
- Settings
- Applications

Managing Your Directory

To access the directories and add a contact:

1. Press the home button and use the directional arrows to navigate to the **Directories** page.
2. Press **Select** when Contact Directory is highlighted.
3. To enter a new contact, select **Add Contact** and enter the information on the next screen.

To edit or remove a contact:

1. On the **Contact Directory** page, select a contact and press **Info**.
2. Enter **Contact information**.
3. Press **Edit**, then **Save** when you have made the appropriate changes.

To set up your Favorite contact list:

1. Navigate to the **Contact Directory**.
2. Select the contact you would like to list as a favorite. Select **Info**, followed by **Edit**.
3. Scroll down to **Favorite Index**.
4. Enter the preferred order number in your **Favorites**, and click **Save**. The contact will now be accessible from the righthand line keys.
5. To remove a contact from the **Favorites** list, navigate to **Edit** and delete the number.



Additional Conference Features

Press the **Split** soft key to divide an active conference into individual calls. Press **Resume** to continue the conference, or press **Manage** to select an individual caller for the following actions:

- Press **Far Mute** to mute the caller but let them hear the conference.
- Press **Remove** to remove a selected caller.
- Press **Hold** to place a selected participant on hold.
- Press **Info** to view a popup with information and call status for a selected participant. Use the arrows to navigate through the popup.